

We listened to your feedback

As a result, we're taking active steps to better your patient experience

At Hazelbrook General Practice we carried out a patient survey (the Practice Accreditation and Improvement Survey) and asked for your honest opinions on the service we provide. We listened to your concerns and have taken the following actions in order to make improvements to patient care where you feel it would be most useful:

What you told us	Changes we're making
1. Waiting times in surgery can be longer than expected	<ul style="list-style-type: none">• Inform patients that there are different appointment types available to suit the complexity of their needs• Reception will endeavour to inform patients when their doctor is running late
2. Being able to see the doctor or nurse of your choice can be difficult at times	<ul style="list-style-type: none">• Encourage patients to book in advance as much as possible• Educate patients of their doctor's working days• Encourage patients to have a back-up doctor when their regular doctor is unavailable or on leave
3. Telephone access to a doctor can be difficult	<ul style="list-style-type: none">• Encourage patients to make telephone appointments• Advise patients that whilst a message can be forwarded onto their doctor, response time may vary according to doctor availability
4. Need for same day appointments when absolutely necessary.	<ul style="list-style-type: none">• HGP has added more on-the-day appointments to assist with this issue• Re-evaluated our triage process to allow for on-the-day urgent needs of patients